

FlexAccess™ & Specialty Frequently Asked Questions

Q: I received a letter/ phone call from the Flex Access team - What's it about?

A: Call the Flex Access team referenced in the letter **(1-888-302-3618, available between the hours of 8am to 8pm ET)**. This is a free program that RWJBH and Prime Therapeutics provides you to help with some high-cost specialty medications.

Q: I am trying to get my Specialty medications filled at Accredo and they are telling me I have a high copay/high drug out of pocket cost (over \$1,000 avg)?

A: Is this the members first fill on this medication at Accredo?

Yes: If this is the members first fill of this prescription at Accredo, and the member is in the process of enrolling in manufacturer assistance through the Flex Access team, the member's cost share should revert to the specialty cost share for their plan (Specialty Copay including deductible if applicable). This will only be for the members first fill, while the assistance program is being verified and loaded onto the member's account. The subsequent fills should follow the Flex Access program of \$0-35 copay per fill for the remainder of the year.

No: See A1 below

A1. Did the member mention manufacturer assistance dollars?

- Yes: The member should call **Flex Access Team 1-888-302-3618**, available between the hours of 8am to 8pm ET
- No/Uncertain: The member should call Prime **(1-800-370-5088, press 1 for RWJBH members, and select member services, option 1)**. If the member's drug is part of the Flex Access program, Prime will be able to identify and warm transfer the member to the Flex Access team.

Q: I am having issues or delays in filling my specialty medication, why?

A: Prior Authorization delays

- Call Prime (1-800-370-5088, press 1 for RWJBH members, and select prior auth, option 2)



Q: Can members decline to participate in the Flex Access program?

A: Yes. Members who choose to opt out or are ineligible will be responsible for the standard specialty cost share according to their plan benefits.

Ineligible members pay applicable cost share based on standard benefit design. Ineligibility occurs when:

- Member's benefit no longer qualifies for manufacturer coupon assistance
- Member's drug no longer has assistance program available
- Member switches to a drug that is not on the Flex Access drug list

Q: How do members enroll in this program?

A: During initial implementation of the program, current employer group members were identified based on previous claims. Outreach was conducted via phone and letter to all members filling medications on the current Flex Access drug list.

New members to the employer groups will be identified through the Prior Auth approval process or paid claims processing, which notifies the Flex Access team to reach out to the member for enrollment. The team will call the member to educate them on the Flex Access program and help them enroll in manufacturer assistance.

Q: What action does the member need to take when filling their specialty medication while participating in the Flex Access program?

A: Once enrolled in the manufacturer assistance program, the member can proceed to the specialty pharmacy to fill their medication and the assistance will be applied secondary, after the initial claim is processed under the pharmacy benefits. The secondary claim (manufacturer assistance) should be billed/processed concurrent to the initial claim. If members receive a bill for a high cost prescription (over the pharmacy benefits' specialty copay amount), then the member should reach out to the Flex Access team for resolution, **1-888-302-3618, available between the hours of 8am to 8pm ET.**

